



To Our Residents and Family Members:

4/20/20

We want to inform you that we have received confirmation that an employee at Saint Francis Rehabilitation and Nursing Center has been diagnosed with COVID-19. We have notified you by phone and are now following up with this letter. Resident safety is our top priority. We are doing everything we can to ensure we stop any spread of COVID-19 within our facility, including staying in very close communication with local and state health officials to ensure we are taking all the appropriate steps. We are not permitting visitors per the direction of the local health department.

We encourage you to call our center at 1-508-755-8605 for updates on the status of your loved one. We understand that you are concerned about your loved one, but it is crucial that we restrict visitation to reduce the spread of this virus. We also understand that connecting with family members is incredibly important to our residents. Family members are encouraged to connect with their loved ones through video chat, calling, texting, or other social media formats.

We have made the decision to take a proactive approach at this time and test all residents and staff for the COVID-19 virus. The testing will be completed this week. We will contact you if your loved one is suspected or diagnosed with COVID-19.

We need your help in battling COVID-19. Please visit the [Centers for Disease Control and Prevention \(CDC\) website](#) to learn how you can help prevent the spread in our community.

We know this is a difficult time for everyone. We will continue to provide you with updates as they become available. Please know that we are strictly adhering to all directions from the local and state health department.

Sincerely,

Katie Joyce,  
Administrator